Supervisory Certificate Program (SCP)

The Supervisory Certificate Program is designed to give staff professional development training in the key areas of supervisory and leadership competencies, policies and procedures and people skills. Courses can be taken as stand-alone courses or to complete the certificate program.

For more information please visit:
http://www.hr.ucsb.edu/training/hr-training/supervisory-certificate-program

To register please log into the UC Learning Center: https://learningcenter.ucsb.edu

For more information contact: x 3482 or x 4664, or email: linda.broen@hr.ucsb.edu

EMPLOYEE RELATIONS SOLUTIONS – HELP FOR MANAGERS & SUPERVISORS

Monday, July 6th & Wednesday, July 8th, 8:30-Noon (Both days required)
HR Learning Center, Enroll by June 29th, Course Code: 2017 (SCP) $70

Dealing with employee relations issues can be one of the most difficult parts of a supervisor’s or manager’s job. Gain the knowledge and skills necessary to improve your management skills and effectively resolve the three most common employee issues: performance, attendance, and conduct. Also, learn about progressive discipline and the different forms of corrective actions.

PREVENTING AND RESPONDING TO WORKPLACE VIOLENCE

Thursday, July 9th 8:30-12:00
HR Learning Center, Enroll by July 2nd, Course Code: 2008 (SCP) $35

In this workshop you will learn strategies and skills for dealing with disruptive and angry individuals. You will learn about warning signs, how to interact with an aggressive person, why an attitude of confidence and respect is important, practical ways to reduce interpersonal tensions, how to maintain your safety and prevent future incidents.

CLASSIFICATION WORKSHOP

Wednesday, July 22nd & Thursday, July 23rd, 8:30-Noon, (Both days required)
HR Learning Center, Enroll by July 15th, Course Code: 2007 (SCP) $70

Examine campus classification and compensation programs, policies and procedures. Learn how to write and update job descriptions, request job classification reviews, and structure positions per UCSB policies and procedures.

CAREER MANAGEMENT

Tuesday, July 28th, 8:30-12:00
HR Learning Center, Enroll by July 21st, Course Code: 9002 (SCP) $35

How can a supervisor effectively support the career development of an employee? What can you do to manage your own career? In this course, learn about the changing world of work and careers. Explore methods of self-assessment, targeting the right job, creating opportunities, writing resumes and interviewing. A panel of supervisors will discuss the progress of their careers and what they look for when filling a position.

SCP Continued…..
Supervisory Certificate Program (SCP)

WRITING AT WORK

Wednesdays, August 12th, 19th & 26th (All Three Days Required) 1:00–4:00
HR Learning Center, Enroll by August 5th, Course Code: 8002 (SCP) $90

Writing can be easier and more effective! Brush up on the latest tips and techniques for using e-mail, overcoming 'writer's block", writing in a rush, and using visual communication to make your documents attractive and easy to read. We will focus on everyday tasks such as e-mail, memos, letters, and reports, and how to apply practical editing skills to take your writing from adequate to excellent.

DISABILITY MANAGEMENT

Thursday, September 3rd, 8:30–11:30
HR Learning Center, Enroll by August 27th, Course Code: 2011 (SCP) $30

Ever wonder what your responsibilities are as a supervisor or manager regarding employees with disabilities? This course will help you understand the major Federal and State Laws (FMLA, ADÄ, FEHA, CFRA, etc.) that cover employees with disabilities and the various different obligations you have as a supervisor or manager. Learn why hiring, managing and effectively communicating with an employee with a disability makes for a successful working environment.

SUPERVISOR INSTITUTE

Tuesday, September 8th and Thursday, September 10th (Both days required) 8:30–4:00
HR Learning Center, Enroll by August 4th Course Code: 2001 (SCP) $140

Participants establish supervisory skills and acquire techniques to enhance communications, motivate staff, lead meetings, delegate effectively, manage their time, provide coaching and facilitate change within an organization.

SEXUAL HARASSMENT PREVENTION (AB 1825)

Tuesday, July 14th, 9:30–11:30 Instructor Led - OEOSH/TC Conference Room, Rm 3309-A
Course Code: 2010 (SCP) Free

Learn how to identify and effectively respond to a potential sexual harassment incident as well as where to report it per UCSB’s policies and procedures.

For more information on the Harassment Prevention class, please contact Carol Sauceda at x 3442

The Gaucho U Certificate Program is a cohort-based training and development certificate program founded on the new UC Core Competency Model. It has been designed through collaboration with Human Resources, the Chancellor’s Staff Advisory Council, Staff Assembly, Administrative Services, Housing and Residential Services and the Vice Chancellors. The 2015-2016 program is tentatively scheduled to run September 30th—March 30th.

Stay tuned for further announcements!

http://www.hr.ucsb.edu/training/hr-training/gaucho-u-certificate-program/
**PPS Training**

Payroll/Personnel System (PPS) training is mandatory for those who prepare and/or review personnel transactions and/or process payroll time reporting transactions online.

**Please note:** It is each individual’s responsibility to register for all of the required PPS classes and labs for their PPS User Type(s). Access to PPS will be granted only after an individual has attended all of the required classes/labs.

The chart of required courses, the PPS Course Schedule, along with other PPS training information can be found here: [www.hr.ucsb.edu/training/payrollpersonnel-system](http://www.hr.ucsb.edu/training/payrollpersonnel-system)

To register, please visit the UC Learning Center at: [https://learningcenter.ucsb.edu](https://learningcenter.ucsb.edu)

Questions regarding PPS training: x 3482
Questions regarding PPS access: x 2880

Registration Deadline: Wednesday, July 22nd

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<thead>
<tr>
<th>COURSE TITLE</th>
<th>DATE AND TIME</th>
<th>LOCATION</th>
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<tbody>
<tr>
<td>PPS Basics</td>
<td><strong>Choose only one session:</strong></td>
<td>Human Resources Learning Center</td>
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<tr>
<td>(Required for All)</td>
<td><strong>Wednesday, July 29th, 8:30-12:00</strong></td>
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<tr>
<td>Employee Database Update Lab</td>
<td><strong>Choose only one session:</strong></td>
<td>Human Resources Learning Center</td>
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<td>(Required for Preparers, Time</td>
<td><strong>Thursday, July 30th, 9:00-12:00</strong></td>
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<td>Reporters &amp; PAN reviewers)</td>
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<td><strong>Friday, July 31st, 9:00-12:00</strong></td>
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<tr>
<td>Online Time Reporting Lab</td>
<td><strong>Choose only one session:</strong></td>
<td>Social Science &amp; Media Studies</td>
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<td>(Required for Preparers &amp; Time</td>
<td><strong>Thursday, July 30th, 1:30-3:30</strong></td>
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<td>Reporters)</td>
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**S.M.A.R.T Workshops**

**Successfully Managing and Retaining Talent**

Office of the President be Smart About Safety Program For
Managers and Supervisors

**Employee Engagement: The Secret Sauce!**

Wednesday, **June 17th, 9:00 – 11:00am**

HR Learning Center, Enroll by June 15th, Free

Keeping your employees engaged and finding ways to increase engagement where needed is an important but sometimes challenging responsibility for all managers and supervisors. Learn how autonomy, mastery, and purpose engages employees so that they maximize their performance and other benefits, including employee retention. Understand that employee engagement is an ongoing responsibility and learn what you as a supervisor or manager can do to empower, enhance, enable, and engage your employees to go above and beyond the minimum requirements of their job.

All courses require pre-registration.

Bee SMART and register! You can register by emailing Debra Martin at Debra.Martin@hr.ucsb.edu
PERFORMANCE MANAGEMENT PROGRAM

Human Resources offers a series of in-person and e-courses to provide all UCSB staff with comprehensive training on Performance Management.

Overview of the Performance Management Process

Performance Management is much more than just an annual employee evaluation and should be a year-round process. This in-person class will give a general introduction to performance management principles, performance evaluation forms used on campus, and the Performance Management Certificate Program. Class highlights include: Introduction to Core Competencies, UCSB guidelines for performance evaluations, preparing for your own performance evaluation using the self-assessment form.

Please select one class:

- Monday, June 22nd 10:00-Noon
- Thursday, July 16th 2:00-4:00

Classes held in the HR Learning Center

Performance Management Certificate Program (E-Courses)

The Performance Management Certificate Program is a series of on-line courses developed to provide managers and supervisors with easy access to all the core information necessary to effectively manage the performance of staff employees. Participants receive a certificate of completion after taking all of the following on-line courses:

- Performance Management Overview
- Giving and Receiving Feedback
- Conducting Performance Appraisals
- Coaching for Performance and Development
- Also Recommended: Hiring for Success
- Setting Expectations and Individual Performance Goals
- Engaging and Developing Employees
- Motivating, Recognizing and Rewarding Employees
- Managing Corrective Action

Supervisor Lab: Conducting Effective Performance Evaluations

This in-person class is intended for supervisors and managers who have completed the Performance Management Certificate Program and are ready to apply what they have learned with their own direct reports. Participants will receive individualized help with preparing and presenting performance evaluations. Class topics include how to write specific comments and examples of performance on evaluation forms, how to assess the demonstration of UC Core Competencies and how to select appropriate performance ratings.

Other class highlights include:
- A review of the UCSB Guidelines for performance evaluations.
- Creating a Professional/Skills Development Plan for the employee.
- Employee Engagement Tips
- Advice on addressing problem performance issues and managing negative reactions to performance feedback.
- Post-evaluation follow-up activities.

Please select one class:

- Thursday, June 11th 9:00–Noon
- Monday, June 29th 9:00-Noon
- Friday, August 21st, 9:00-Noon

Classes held in the HR Learning Center

Class pre-requisite: Completion of the Performance Management Certificate Program

To register for these free classes, visit the UC Learning Center at: https://learningcenter.ucsb.edu

and enter code PMCP in the search field to look for available offerings.

Questions x 4482
Dilling Yang Staff Scholarship Program

The Dilling Yang Staff Scholarship Program is available to eligible staff to support their educational, professional and development objectives.

Scholarships may be used for registration and educational fees for academic courses, UCSB Extension, HR training & development and other learning opportunities offered at UCSB for staff with a full-time equivalent salary less than or equal to $4,200/mo. Scholarship awards will be granted up to $250 per year.

Application submission deadline date for priority consideration is April 1st for Spring professional development opportunities.

Please see additional guidelines and more information at:
http://www.hr.ucsb.edu/training/dilling-yang-staff-scholarship-program

Questions x3482

S.M.A.R.T Workshops

Successfully Managing and Retaining Talent

Office of the President be Smart About Safety Program for Managers and Supervisors

Employee Relations Solutions: Help for Managers & Supervisors

Monday, July 6th and Wednesday, July 8th, 8:30 – Noon (Both days required), HR Learning Center, $70

A Comprehensive Overview Course; also part of the Supervisory Certificate Program. Dealing with employee relations issues can be one of the most difficult parts of a supervisor’s or manager’s job. Gain the knowledge and skills necessary to improve your management skills and effectively resolve the three most common employee issues: performance, attendance, and conduct. Also, learn about progressive discipline and the different forms of corrective actions.

Where’s Wilma?

Tuesday, August 25th 9:00 –11:00, HR Learning Center, Free

This course explains the difference between exempt and non-exempt employees, and provides a framework for encouraging improved attendance. Whether you think your employee may have an issue with excessive absenteeism, tardiness, or “presentee-ism,” this class will give you the tools you need to deal with these issues.

Managing in a Union Environment/Smooth Sailing

Wednesday, September 16th, 10:00 –Noon, HR Learning Center, Free

Supervising represented employees and navigating the various union contracts that govern their terms and conditions of employment are growing challenges. This workshop provides a brief overview of the basics of managing employees in a unionized environment. The course will provide you basic guidance on what you need to know for effective management in a union environment, including: how employees get represented how collective bargaining agreements are negotiated and what happens when a represented employees files a grievance? This course is also taught as part of the Management Development Series.

All courses require pre-registration.

Bee SMART and register! You can register by emailing Debra Martin at Debra.Martin@hr.ucsb.edu
RETIREMENT SYSTEM WORKSHOP-1976 TIER
Monthly, 11:00-12:00, HR Learning Center

Friday, June 12th
Friday, July 10th
Friday, August 14th
Friday, September 11th

This class is for employees who want to know more about the 1976 retirement program and learn how to use the online tool to estimate retirement benefits.

No reservations are required, however, seating is limited and the laptops are on a first come first serve basis.

For more information visit:
http://www.hr.ucsb.edu/training/hr-training/benefits-and-retirement
Questions: x 4662

FIDELITY FINANCIAL EDUCATION CLASSES
Schedule is available at:
https://ucfocusonyourfuture.mysecurebenefitsportal.com/FinancialFitnessLibrary/Schedule

Please RSVP with Fidelity by calling 1-800-642-7131 or online at:
http://getguidance.fidelity.com/universityofcalifornia

LEARN AT LUNCH
Lectures are open to all UCSB employees at no charge.

You are welcome to bring your lunch.
Please check our website regularly for future learn at lunch dates.
http://www.hr.ucsb.edu/employee-services/learn-lunch

For more information call John Berberet, M.A., MFT/ASAP at x3318.
lynda.com is an on-demand resource and training tool for all UCSB faculty, staff and student employees. Users will receive premium-level options with un-limited access at work and for personal use at no cost. Courses are self-paced, so they can be completed continuously or incrementally as time permits. Users access lynda.com using their UCSBnetID and password through:

http://it.ucsb.edu/services/lynda

Or through the “UCSB access to lynda.com” link on various webpages, including the HR homepage. Users can log in from any computer, whether at home or at work and even from their smartphones.

Recommended courses at lynda.com:

**Conflict Resolution Fundamentals**
This course introduces the Anatomy of Conflict and provides steps to resolve conflict. It also introduces the principles of influence when dealing with workplace conflict and disputes.

**Communicate Clearly**
Become a stronger speaker, writer and listener. Learn to deliver outstanding presentations, resolve conflict diplomatically and pitch your ideas.

**Project Management Fundamentals**
Lays out a set of principles for managing projects efficiently from beginning to end.

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**Disability Classes**

**FAMILY & MEDICAL LEAVE**

Wednesday, August 26th, 10-11:30, HR Learning Center

What is Family and Medical Leave (FML)? Who qualifies and why are we required to designate FML? Let us help you navigate the complexities of Family and Medical leave and demystify the process. We will discuss when you are required to declare FML—and why it is important. We will also review best practices when employees are on leave and what to do when they return to work.

To register please log into the learning center: [https://learningcenter.ucsb.edu/default.aspx](https://learningcenter.ucsb.edu/default.aspx)

Questions x 4770

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**NEW EMPLOYEE ORIENTATION**

1st and 3rd Tuesday of every month

In the HR Learning Center

9:00-Noon

Learn about policies, UC Benefits, Safety in the Workplace including Ethics in the Workplace

For more information x 4664